

# **MICHIGAN OFFICE OF FINANCIAL AND INSURANCE SERVICES**

## **INSURANCE EXAMINATION PROCEDURES**

### **Contact Us**

**OFIS:** PO Box 30220  
Lansing MI 48909-7720  
Phone 877/999.6442  
Email [ofis-licensing@michigan.gov](mailto:ofis-licensing@michigan.gov)  
[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

**Prometric:** 1701 S Waverly Rd Ste 104  
Lansing MI 48917-4300  
Phone 800/742.8736  
TDD user 800/790-3926  
[www.prometric.com/michigan](http://www.prometric.com/michigan)

### **How to Register and Schedule an Original or Retake Exam**

Exam registrations and exam appointments may be made by phone or internet. Contact the Prometric Regional Call Center Monday through Friday from 8 a.m. through 9 p.m. EST at 800/742.8736 or the OFIS website at [www.prometric.com/Michigan/Insurance](http://www.prometric.com/Michigan/Insurance). Bulk registration for 4 candidates or more is available by phone at 800/493.3926.

**To register for an exam**, you will need to provide the following information:

- Full legal name, address, social security number, contact telephone numbers and date of birth. The name provided during registration and scheduling must match the government issued, photo-bearing form of identification required to be presented at the scheduled examination.
- The name and examination number of the exam you wish to take. A list of exam names and numbers can be found at [www.prometric.com/Michigan/Insurance](http://www.prometric.com/Michigan/Insurance) > select Exam Content Outlines.
- If required, prelicensing course completion information. If you are retaking an exam, a failed exam score report.

**To schedule an exam**, within 90 days of registration, you will need the following information:

- Available examination dates and test center location. (A complete list of test center locations can be found at [www.prometric.com/Michigan/Insurance](http://www.prometric.com/Michigan/Insurance).)
- Accepted forms of payment for examination fees include: MasterCard, Visa, American Express or Diners Club card (bearing the MasterCard symbol). Payment using voucher or online check is also available by phone. Exam fees are nonrefundable and nontransferable.

Upon receipt of scheduling confirmation, check accuracy of date, location and exam type.

Cancellation or rescheduling an examination must be done at least two business days prior to the exam date or exam fees are forfeited.

### **Special Test Considerations**

If you require testing accommodations under the Americans with Disabilities Act (ADA), contact Prometric at 888/226.9406 to obtain an Accommodation Request Form at least 30 days prior to scheduling the exam. Reasonable testing accommodations are provided to allow applicants with documented disabilities, which are recognized under the ADA, an opportunity to demonstrate their skills and knowledge. There is no additional charge for these accommodations.

**Telecommunication Devices for the Deaf (TDD)** Services are available by calling 800/790.3926.

### **Holiday Schedule**

Testing generally does not occur on New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

### **Absent or Late for the Exam Appointment**

If you miss your appointment, or arrive late for your appointment and are not allowed to test, you will forfeit your exam fee. You will be required to submit a new exam fee prior to scheduling a new appointment.

If you are unable to attend your scheduled examination due to illness or emergency, call Prometric. Under certain circumstances, the forfeiture of fees may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

### **What to Bring on Examination Day**

Review the checklist below and bring all of the items with you to the testing center. Failure to provide all of the required items will result in you not being allowed to test. The examination fee will be forfeited and you will be required to reschedule and pay new examination fees.

If this is your **first** time testing for an insurance exam, bring checklist items 1,2,3,4.

If this is a **retake** insurance exam, bring checklist items 1,2,3,5.

Debt Management examinees bring only the (1) confirmation number, (3) identification, and (5) failed exam score report, if a retest.

- 1 Prometric confirmation number, provided at the time of registration.
- 2 All supporting documents to include original license application (paper FIS 0220 and FIS 0223 with payment **OR** online FIS 0225/0224 Electronic Application Information Submission page, **OR** FIS 0221 for Adjusters, Counselors, Solicitors and FIS 0223 with payment).
- 3 One form of valid, government issued, photo and signature bearing identification.
- 4 Prelicensing education Certificate of Completion\* (**not required** for Limited Lines Property & Casualty, Credit Products, Title, Surplus Lines, Adjusters, and Counselors).
- 5 Failed exam score report from your last exam session (if retaking an examination)

\*For specific information on prelicensing education requirements and fees, refer to the OFIS Licensing web site ([www.michigan.gov/ofis](http://www.michigan.gov/ofis) > select Licensing, then the license type for which application is being made).

### **Taking the Examination**

Your examination will be taken by computer at a Prometric testing center. Computer experience or typing skills are not necessary. You will have a personalized introduction to the testing system and an introductory lesson, which takes place on the computer, before you start your test. Arrive at the testing center at least 30 minutes before your scheduled examination appointment to verify your identification and allow time for you to sign in.

## **Exam Results**

At the exam end, your score will be shown on the screen and you will receive a printed score report. The report indicates your overall score and grade, including the numerical percentage of questions answered correctly and whether you passed or failed. The report also displays the percentage correct in each major section. These section scores are shown to guide you about areas requiring additional preparation for retesting, if necessary. Even after you pass, you may want to focus on these areas as you begin to provide insurance products and services to the public.

Note that the section percentages will not average out to your total percentage score. Exam sections are allocated different numbers of questions on the exam. The total score is not computed by adding the section percentages and dividing by the total number of sections. The total percentage score is computed by dividing the number of questions answered correctly by the total number of questions in the exam.

**Duplicate score report.** Call or write Prometric to request a duplicate score report for a period of up to one year following an exam. Direct any questions or comments regarding your exam to Prometric at 800/742.8736.

## **Regulations at the Test Center**

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

- Reference materials, papers or study materials are prohibited at the test center. Candidates found with these or any other aids will not be allowed to continue the exam and their answers will not be scored.
- Prometric is not responsible for items left in the reception area of the testing center. While lockers are provided, it is recommended that personal items not be brought into the testing center.
- The following are not permitted in the testing room: Weapons, cameras, tape recorders, cell phones, PDAs, pagers, digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), brief cases, purses, etc.
- Pocket items (wallet, keys, etc.) must remain in candidate's pocket during testing or placed in a locker.
- Candidates that leave the examination room while an exam is in progress must sign out/in on the roster and will lose exam time unless your exam provides for a scheduled break.
- Candidates will not be permitted to use any electronic devices or phones during breaks.
- No guests, visitors or family members are allowed at the testing center.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior, such as giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, rude or offensive language, or behavior that delays or interrupts testing, may be dismissed from the examination.

Failure to follow any of these security procedures may result in the disqualification of your examination. Prometric reserves the right to audio and videotape any examination session.

**Per OFIS, candidates who violate any test center policy will be subjected to a 30-day waiting period before they may retake an examination, in addition to any other disciplinary action OFIS deems appropriate.**

## **Rescheduling Your Appointment**

Cancellation or rescheduling an examination must be done at least two business days prior to the exam date or exam fees are forfeited. Contact the Prometric Regional Call Center at 800/742-8736 during normal business hours or visit the web site at [www.prometric.com/Michigan/Insurance](http://www.prometric.com/Michigan/Insurance).

Note: The schedule below does not include holidays.

| <b>If your exam is on:</b> | <b>Call by 9 p.m. Eastern time the previous:</b> (This is the last day you may call without forfeiting your exam fee.) |
|----------------------------|--|
| Monday                     | Wednesday  |
| Tuesday                    | Thursday   |
| Wednesday                  | Friday   |
| Thursday                   | Monday   |
| Friday                     | Tuesday  |

## **Emergency Closings**

In the event of severe weather or an emergency, Prometric may need to cancel scheduled exams. Prometric will attempt to contact you by phone or e-mail; however, you may check for test site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, your examination fee will be forfeited and you will need to reschedule your exam and pay a new full examination fee.

## **Appeals**

Prometric's goal is to provide a quality examination and pleasant testing experience for every candidate. If you are dissatisfied with either and believe they can correct the problem, they would like to hear from you.

If you are requesting a response concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern including all relevant facts, your signature and return address. Mail your appeal letter to:

**Prometric**  
ATTN: Appeal Committee  
1260 Energy Lane  
St. Paul, MN 55108

The Appeal Committee will review your concern and send you a written acknowledgement or response within 10 business days of receipt.

**An original signature is required, therefore, faxed appeals are not accepted.**



### **Michigan Department of Labor & Economic Growth**

The Department of Labor & Economic Growth will not discriminate against any individual or group because of race, sex, sexual orientation, religion, age, national origin, color, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.

Visit OFIS online at: [www.michigan.gov/ofis](http://www.michigan.gov/ofis)

Phone OFIS toll-free at: 1-877-999-6442